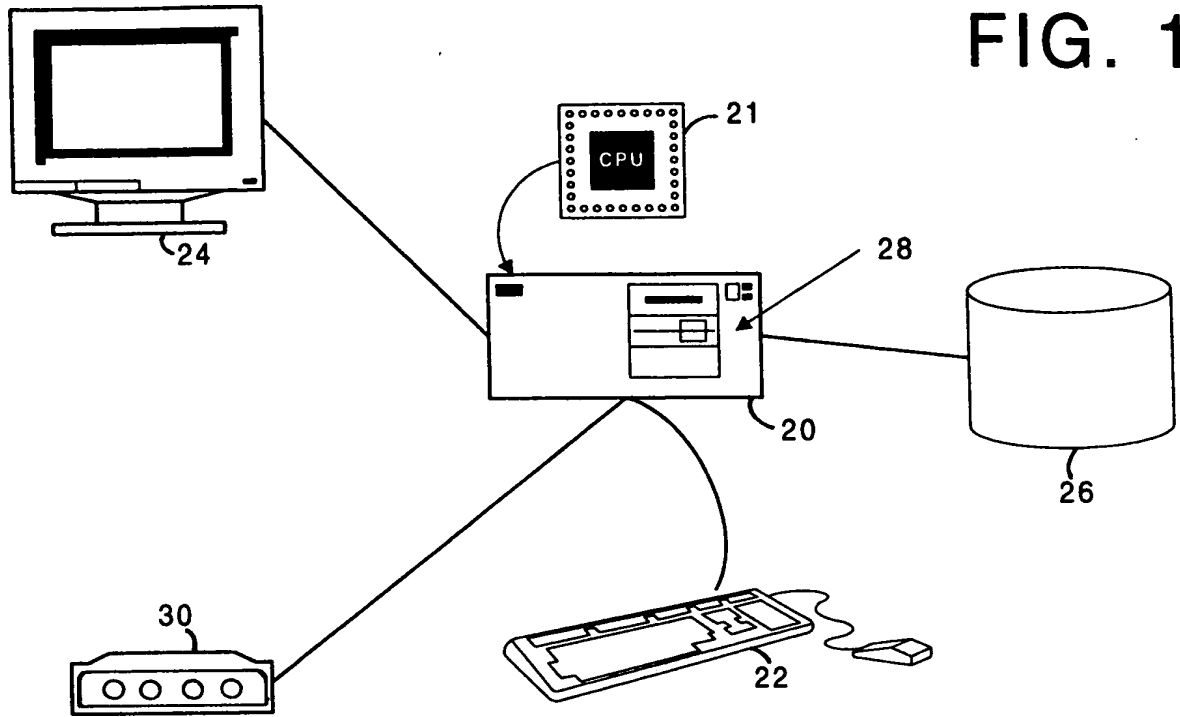
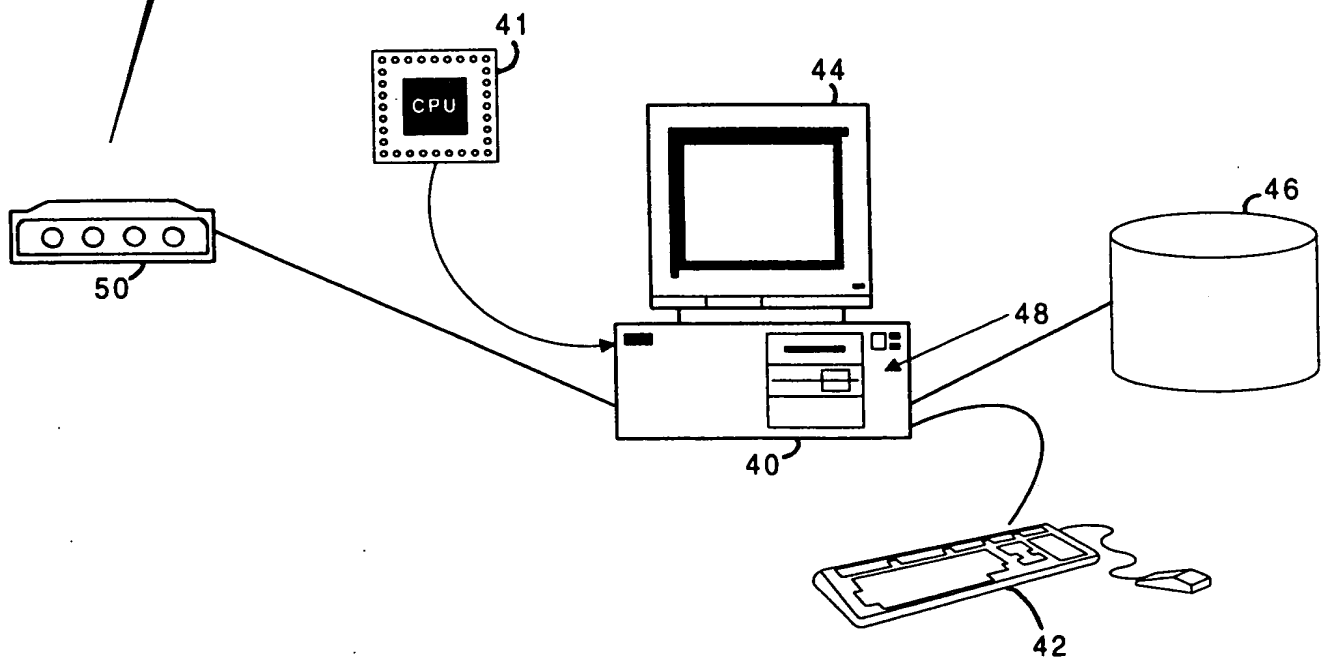


FIG. 1



Typical Local Site

Typical Simple Remote Data Recovery Facility



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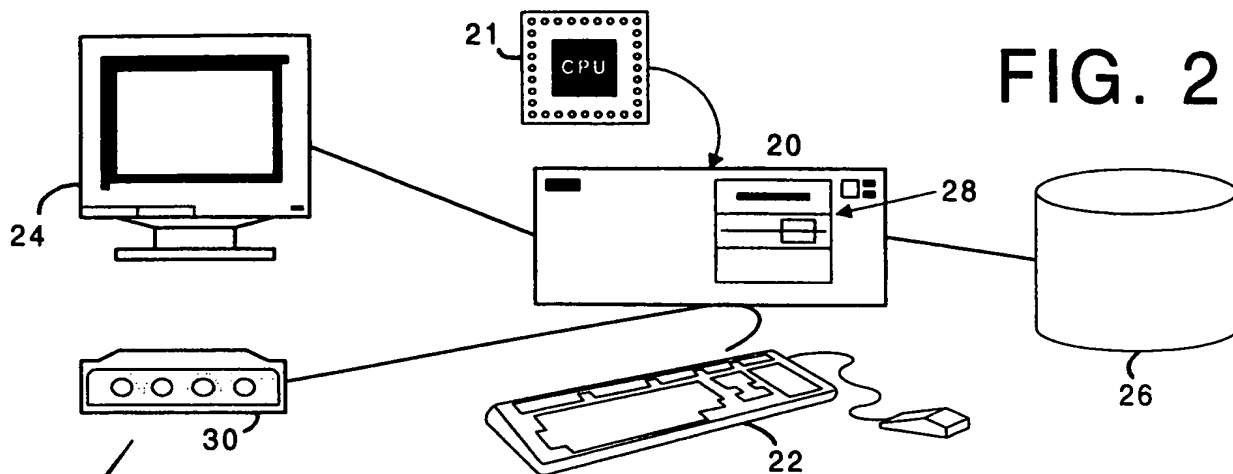


FIG. 2

Typical Local Site

Typical Complex Remote Data Recovery Facility

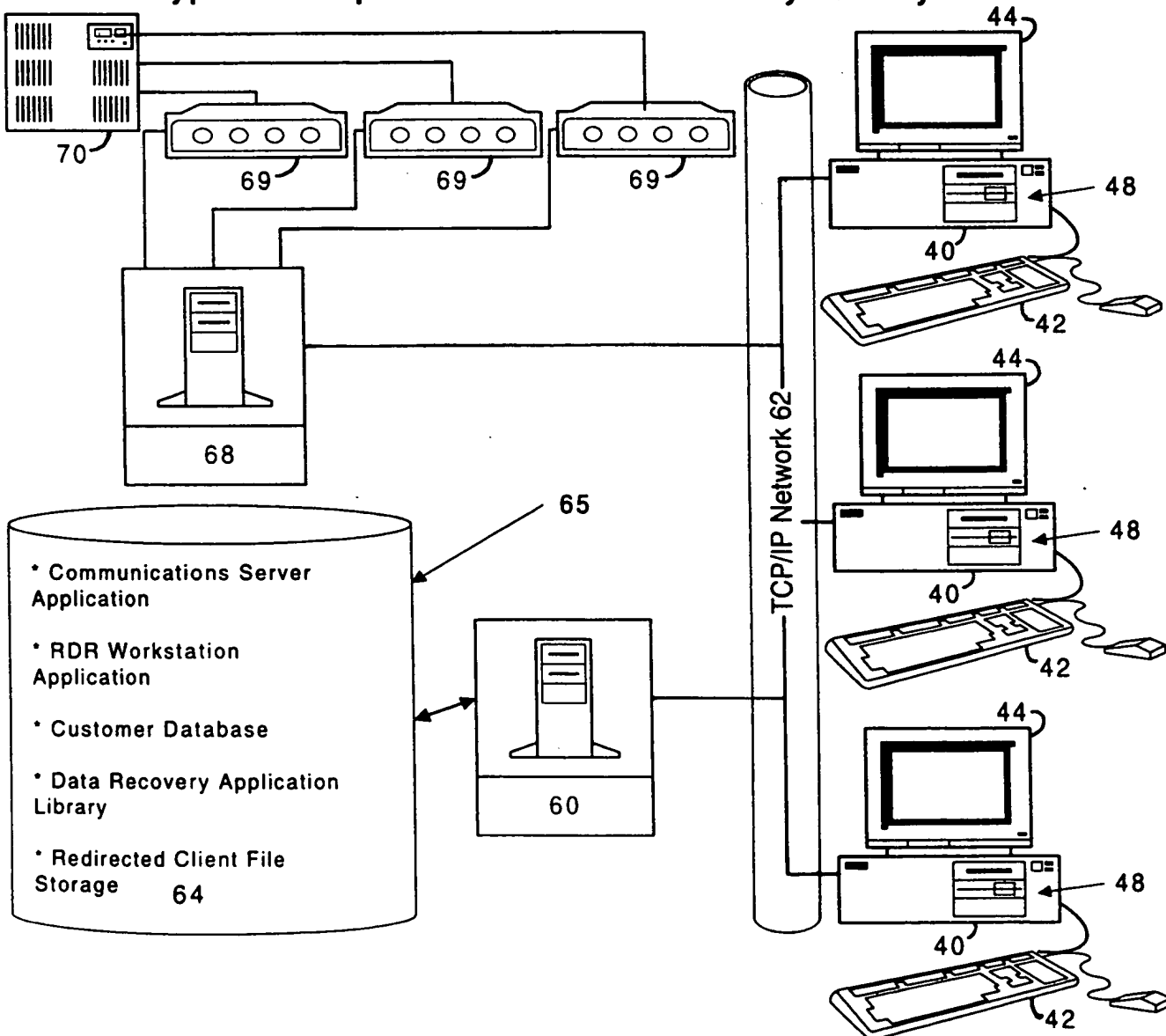
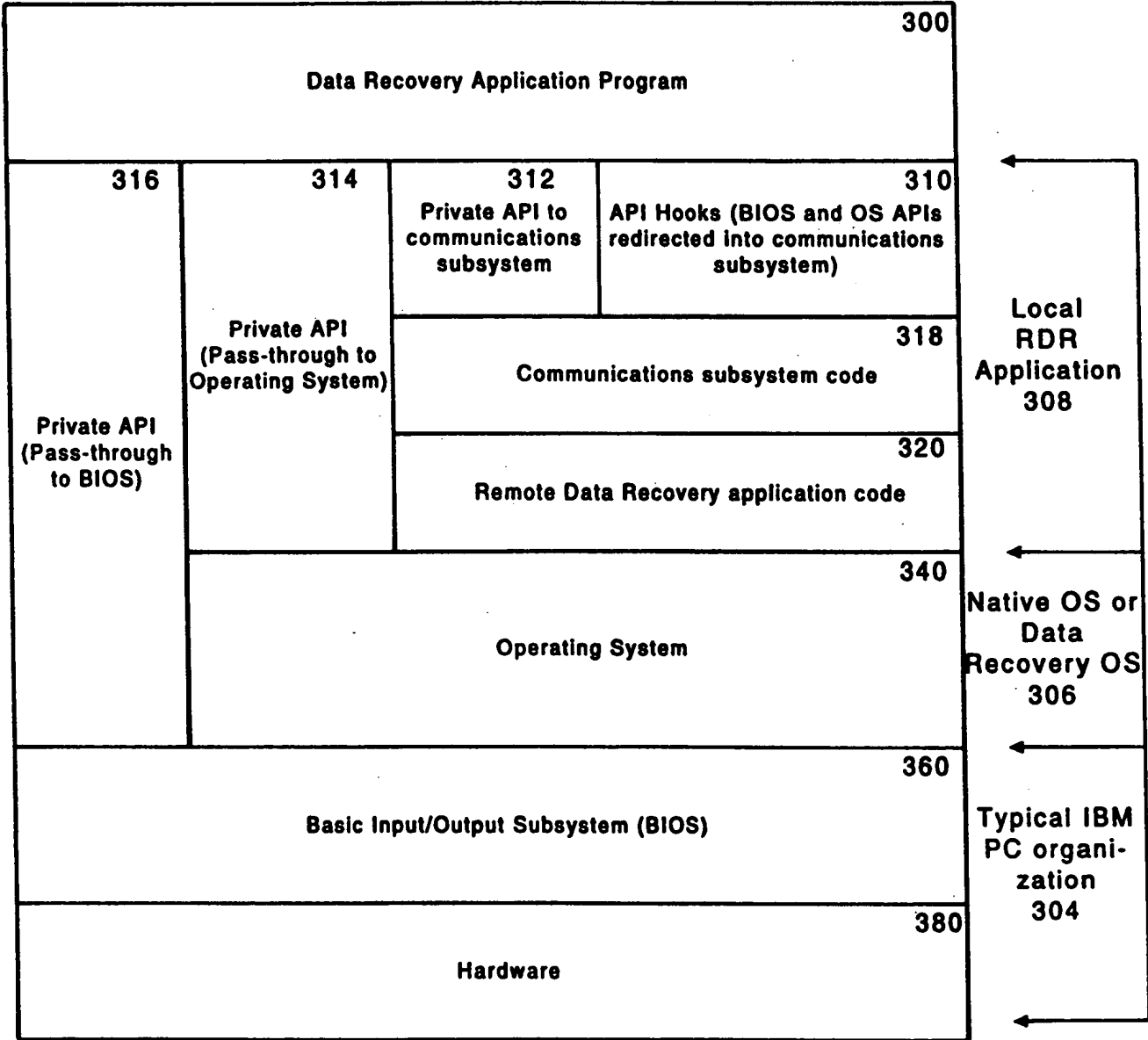


FIG. 3



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FIG. 4

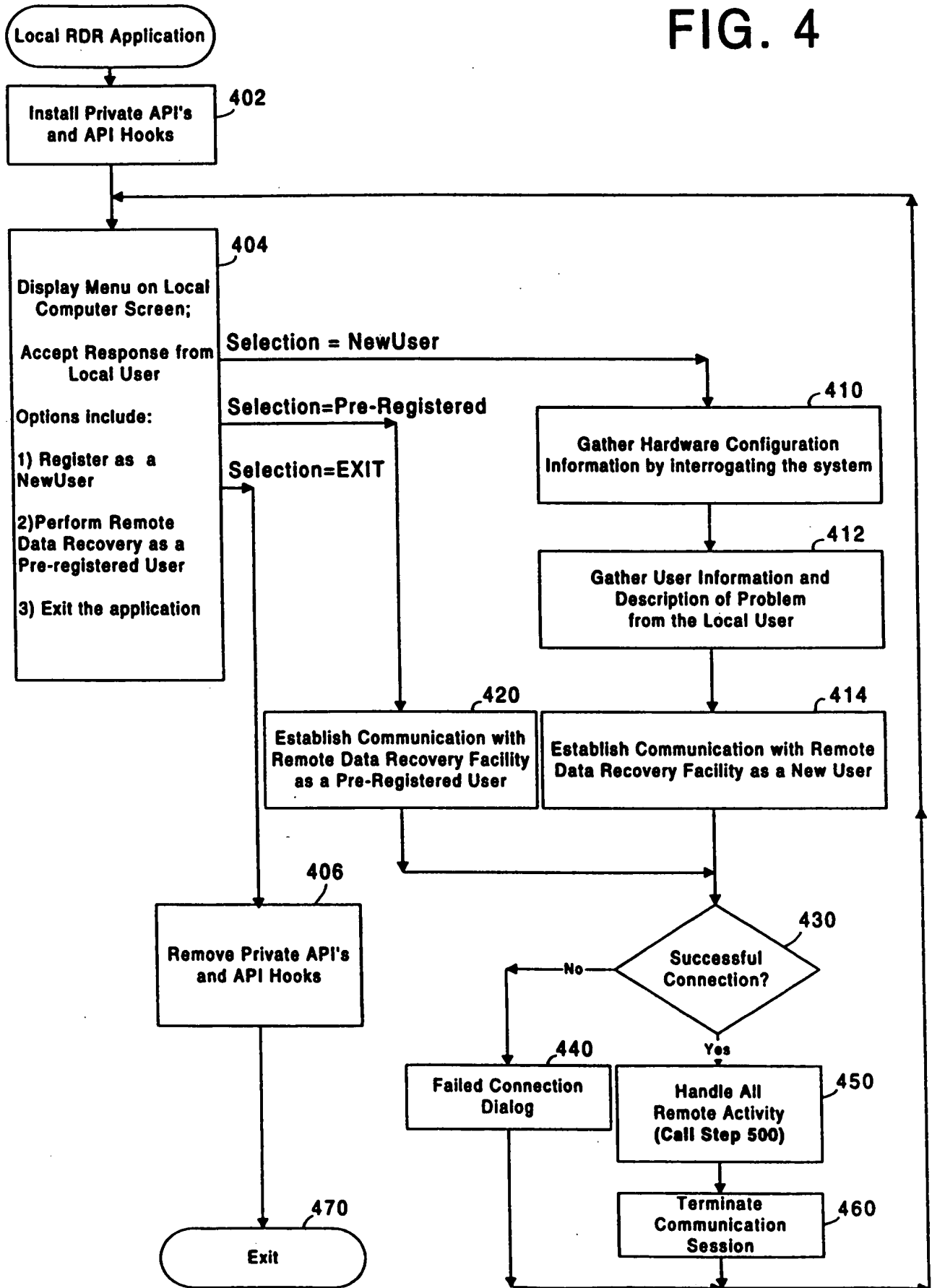
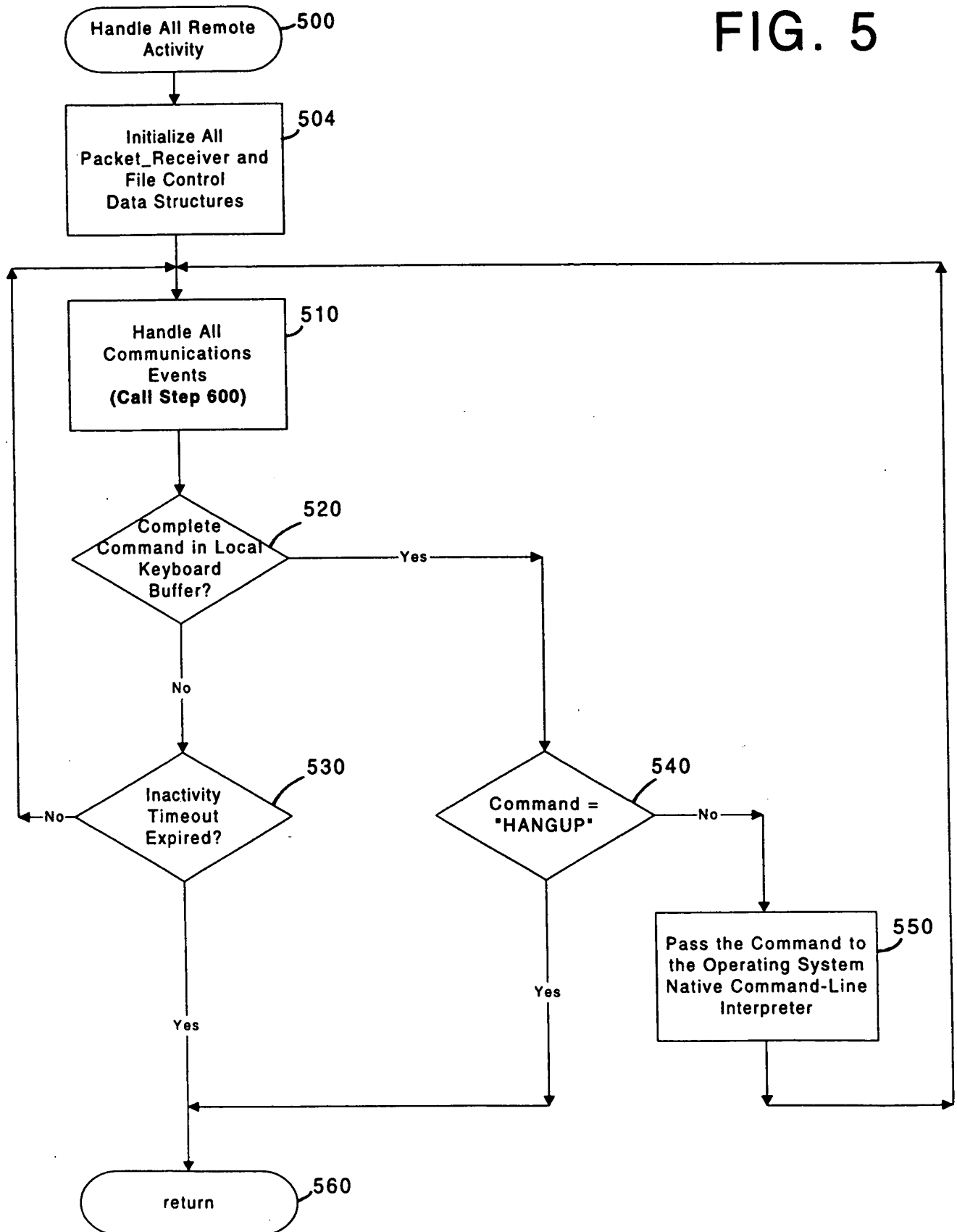
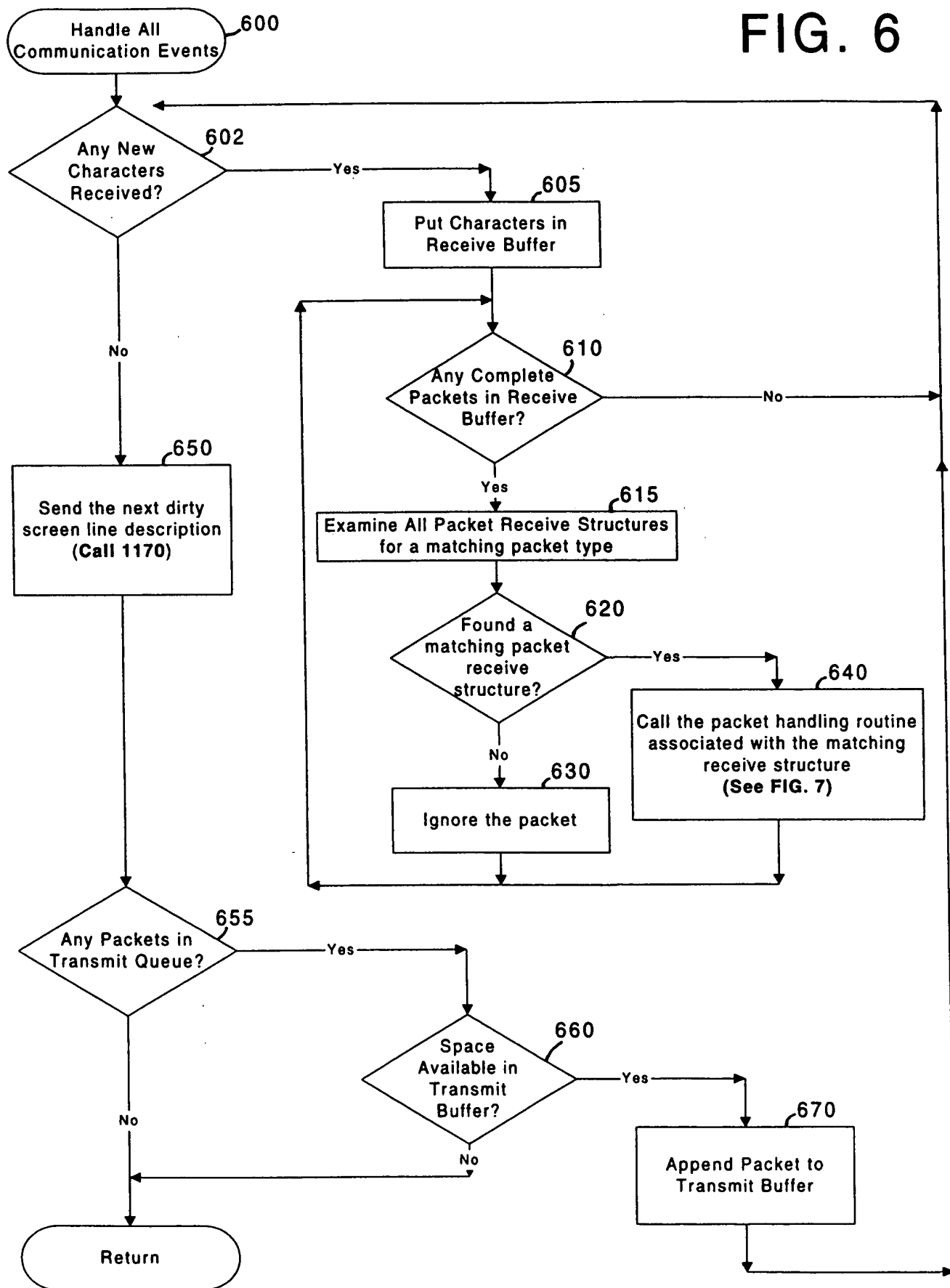


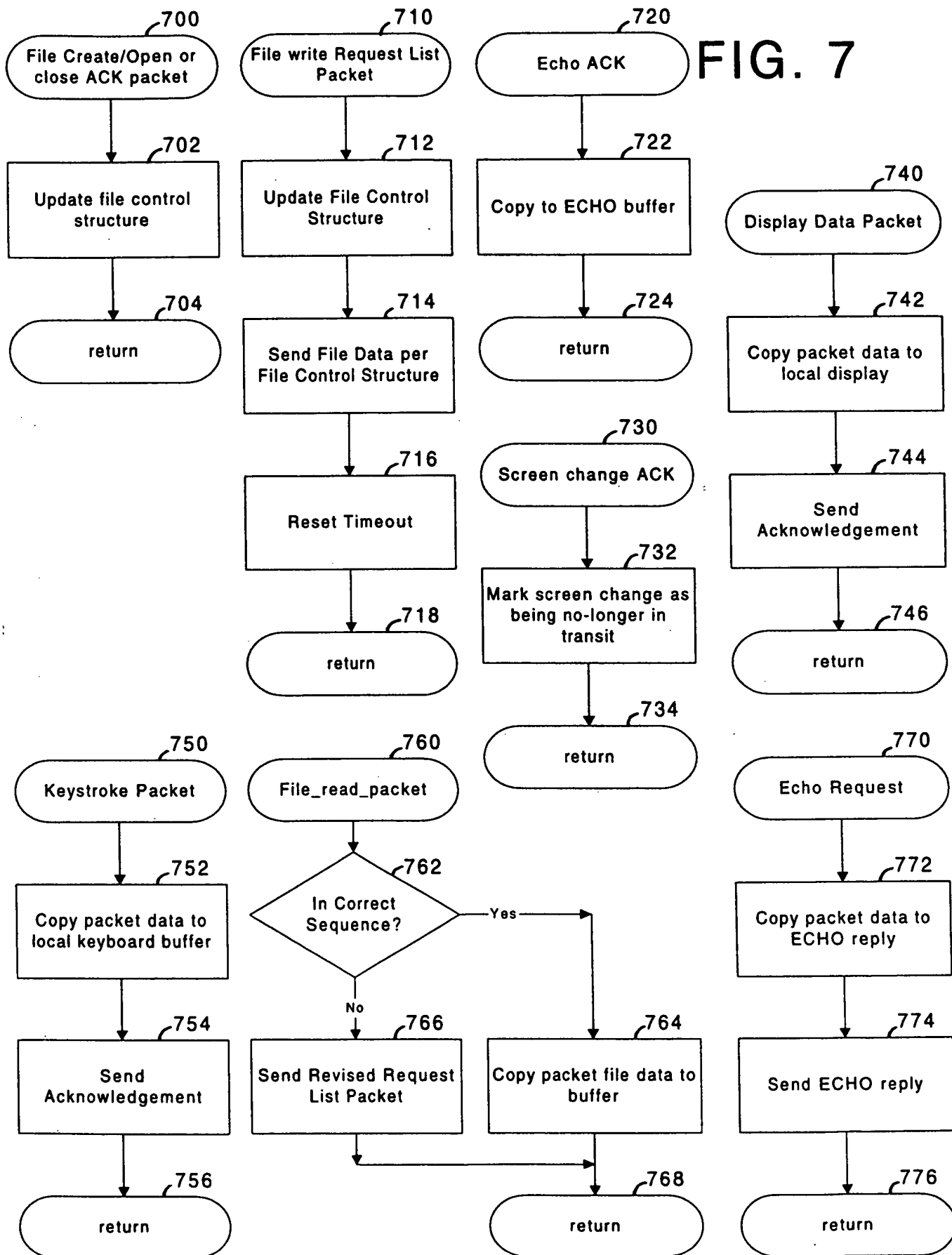
FIG. 5



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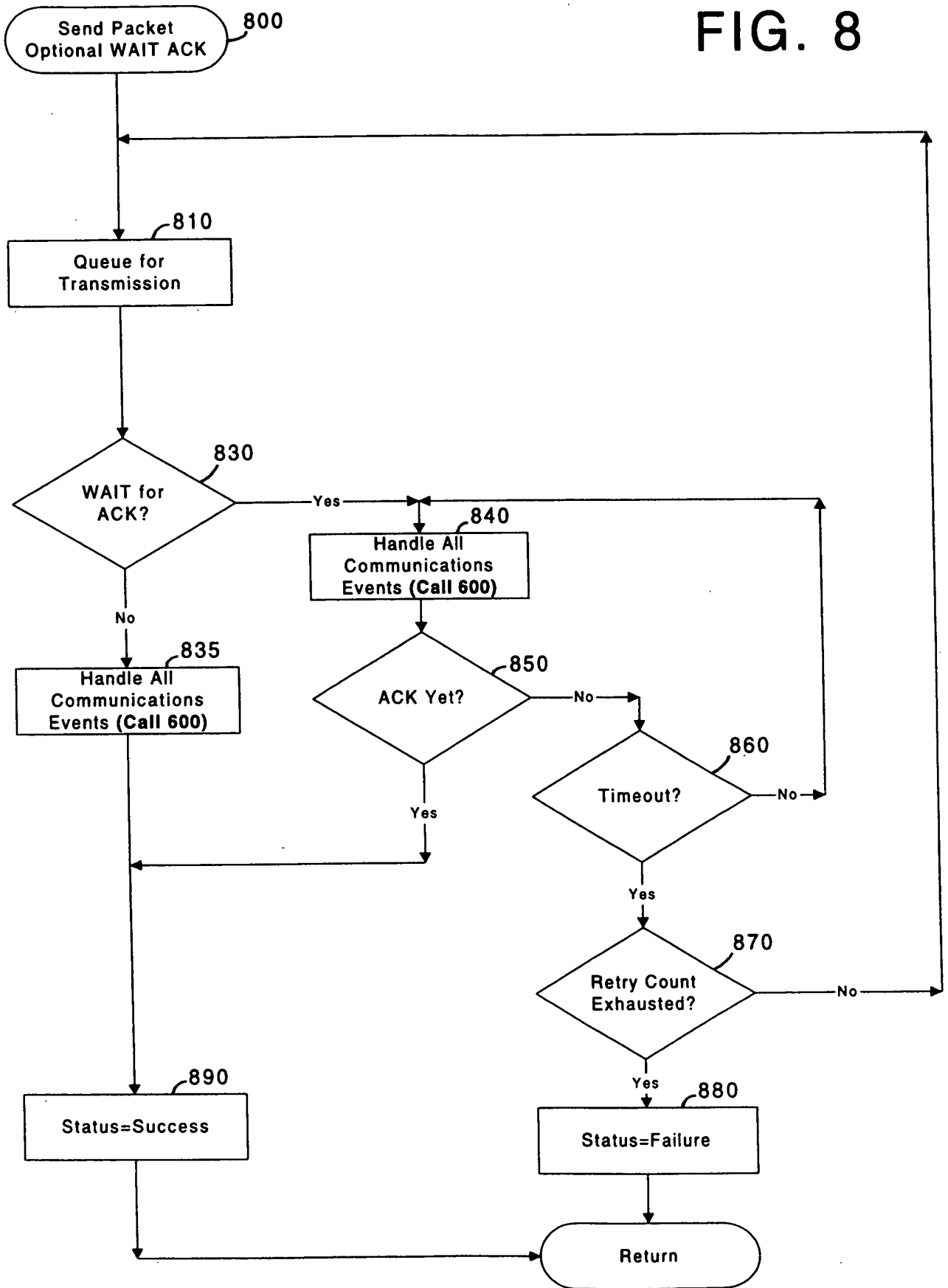
FIG. 6





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FIG. 8



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FIG. 9

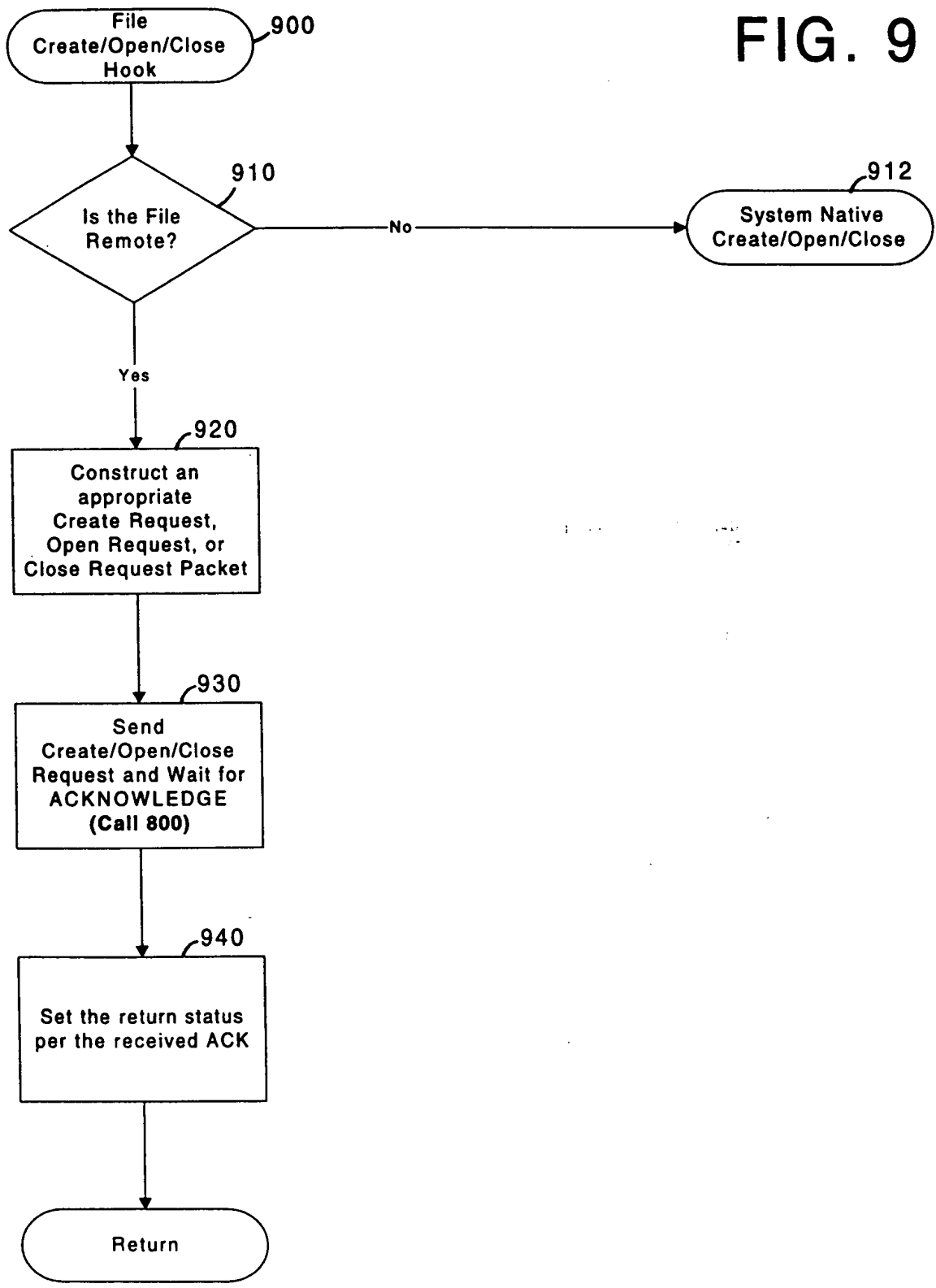
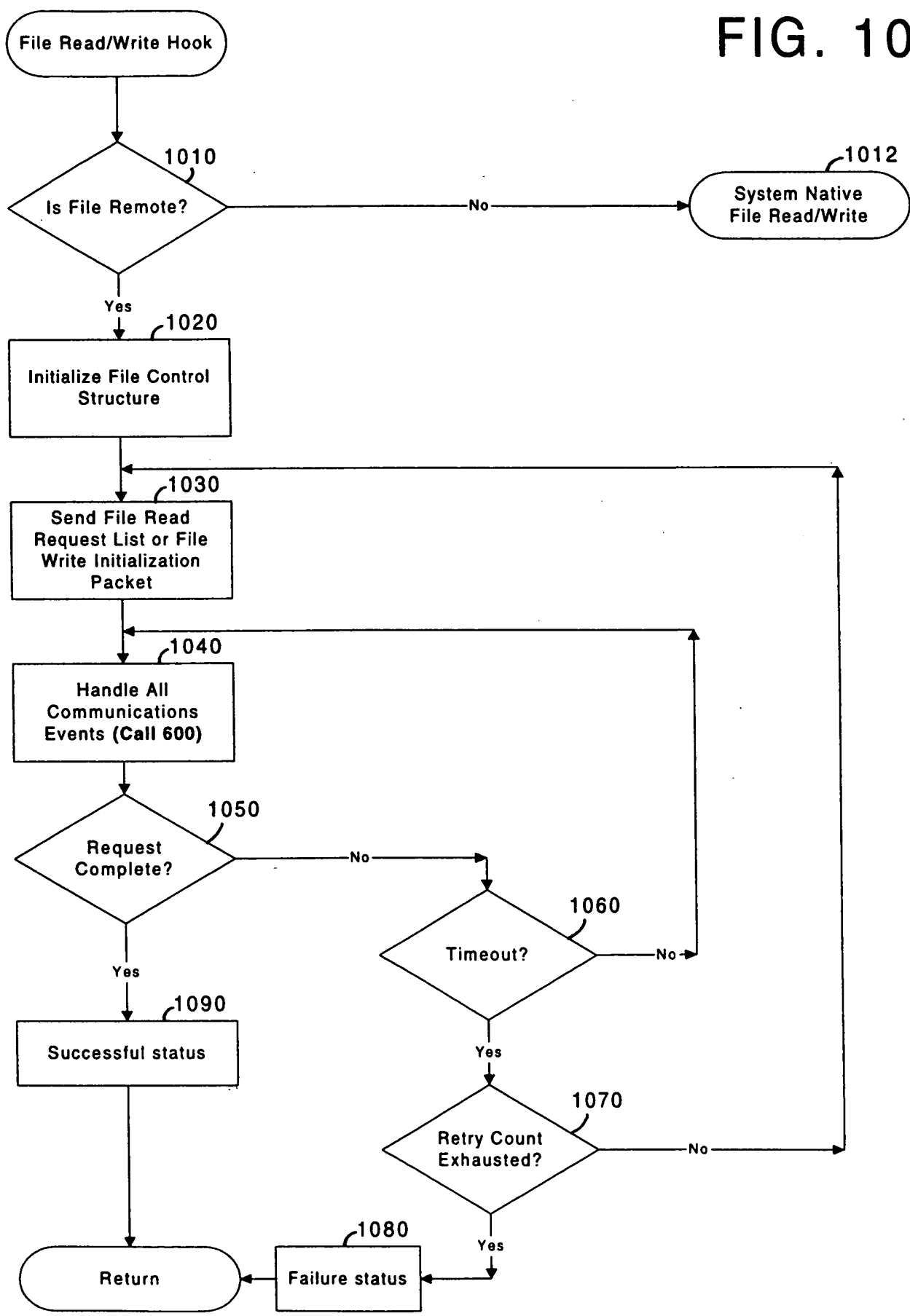


FIG. 10



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FIG. 11

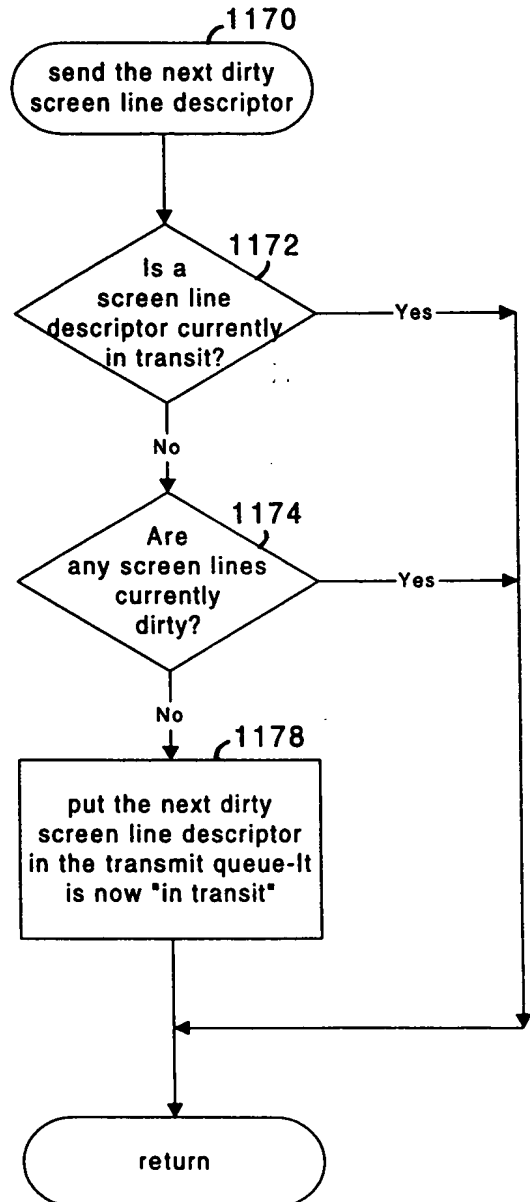
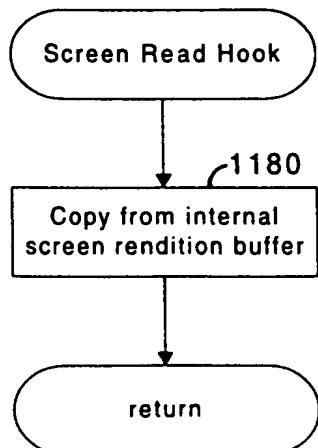
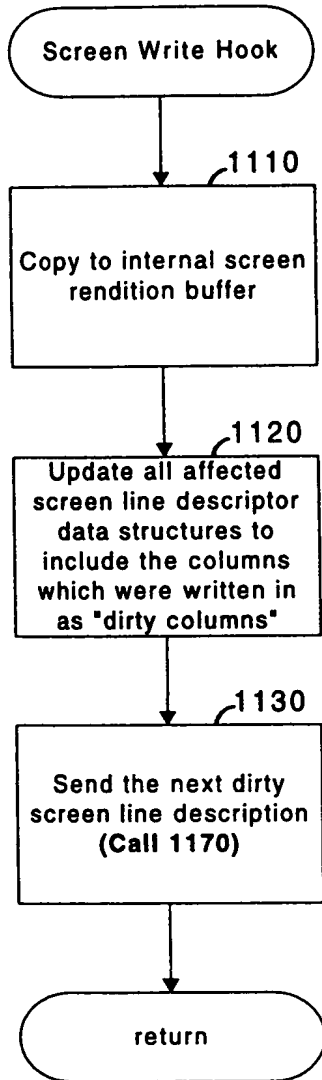
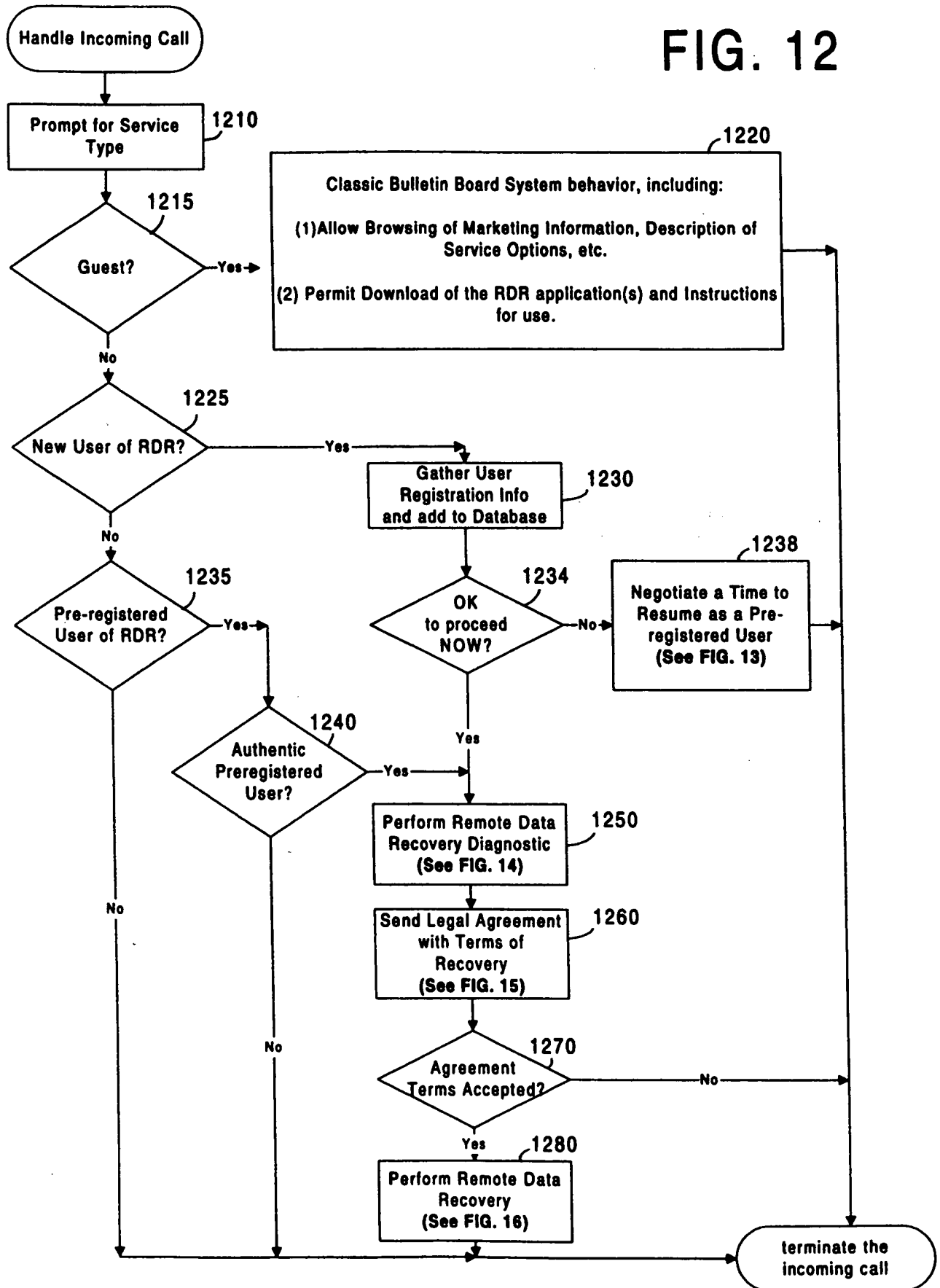
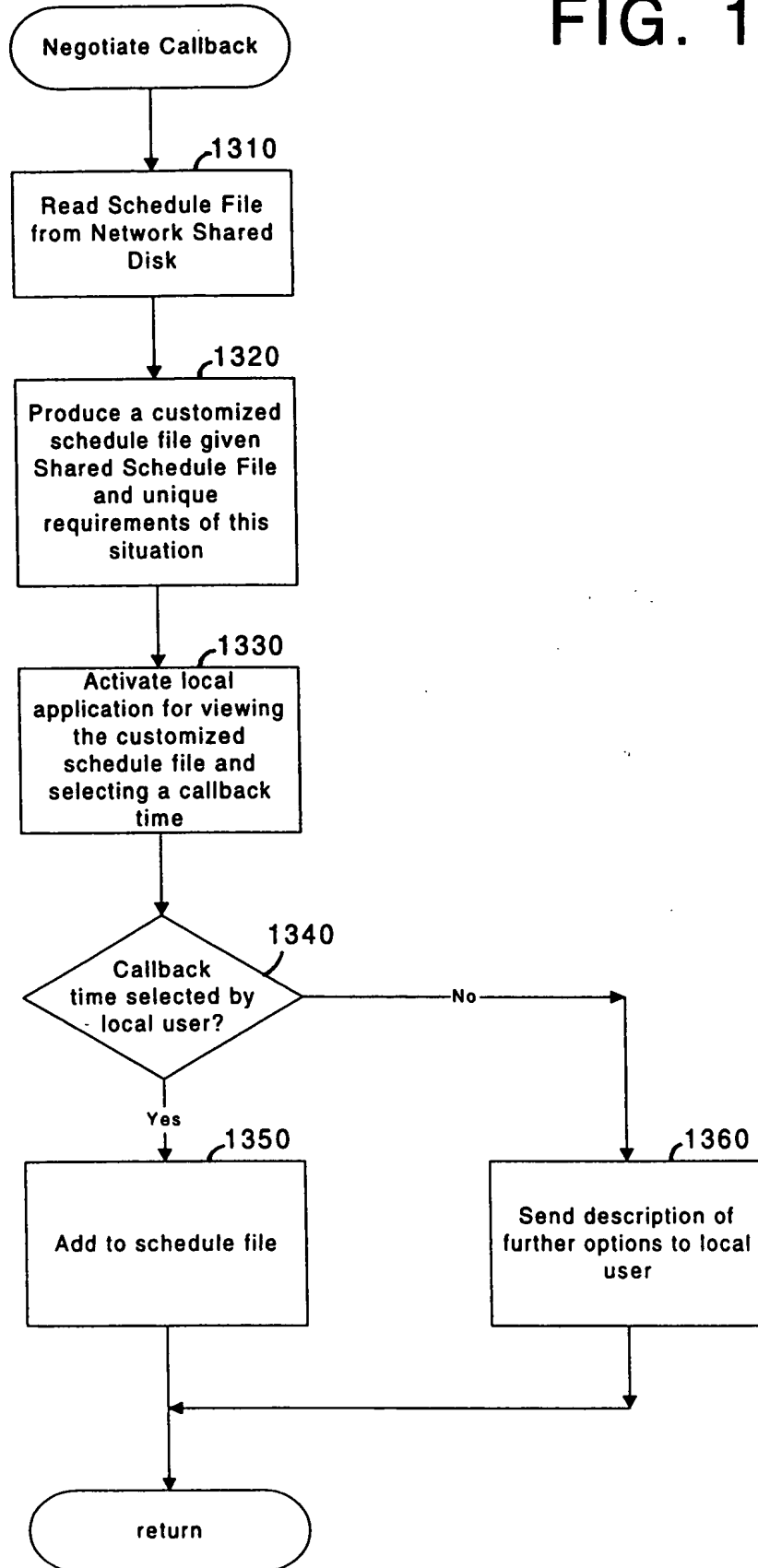


FIG. 12



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FIG. 13



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FIG. 14

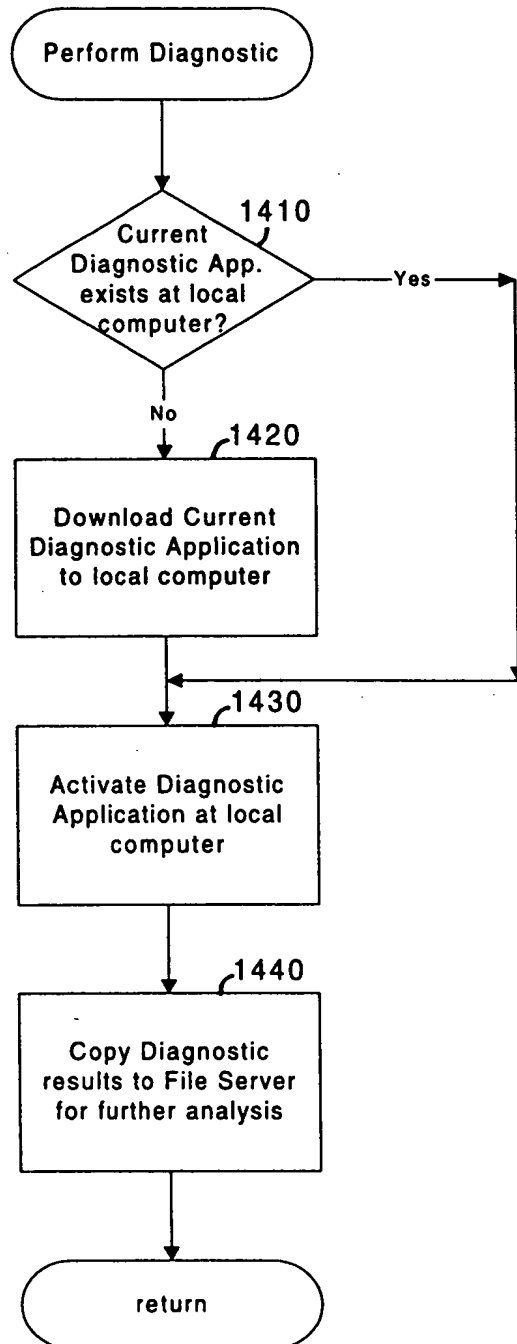


FIG. 15

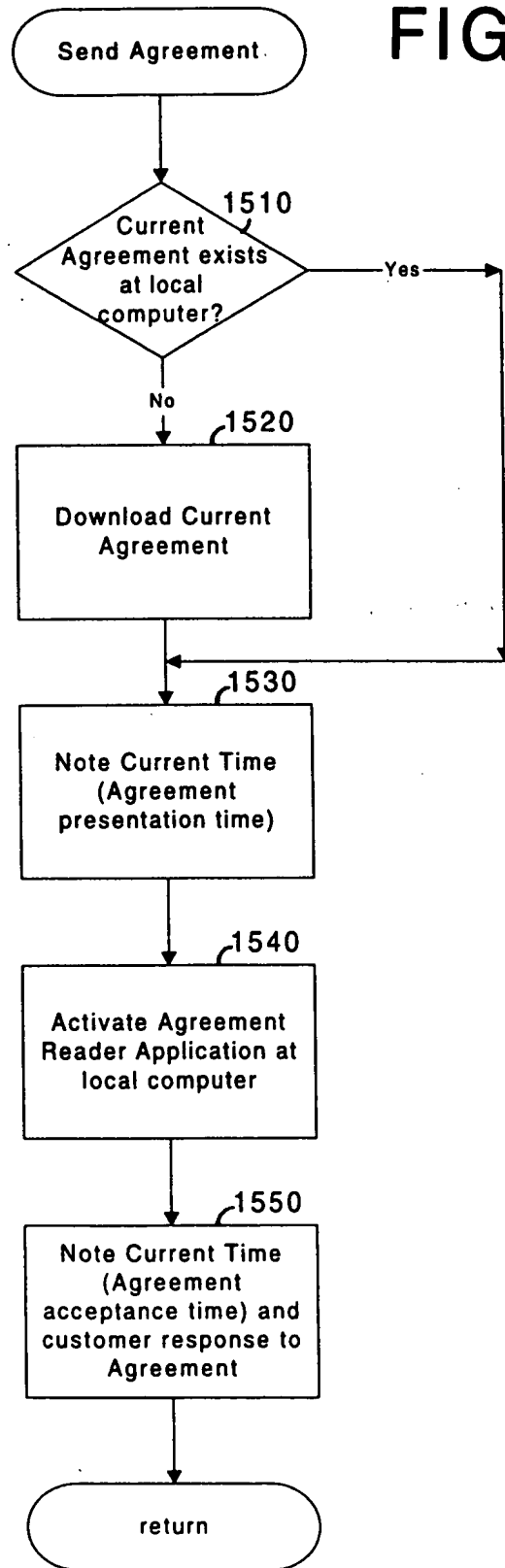
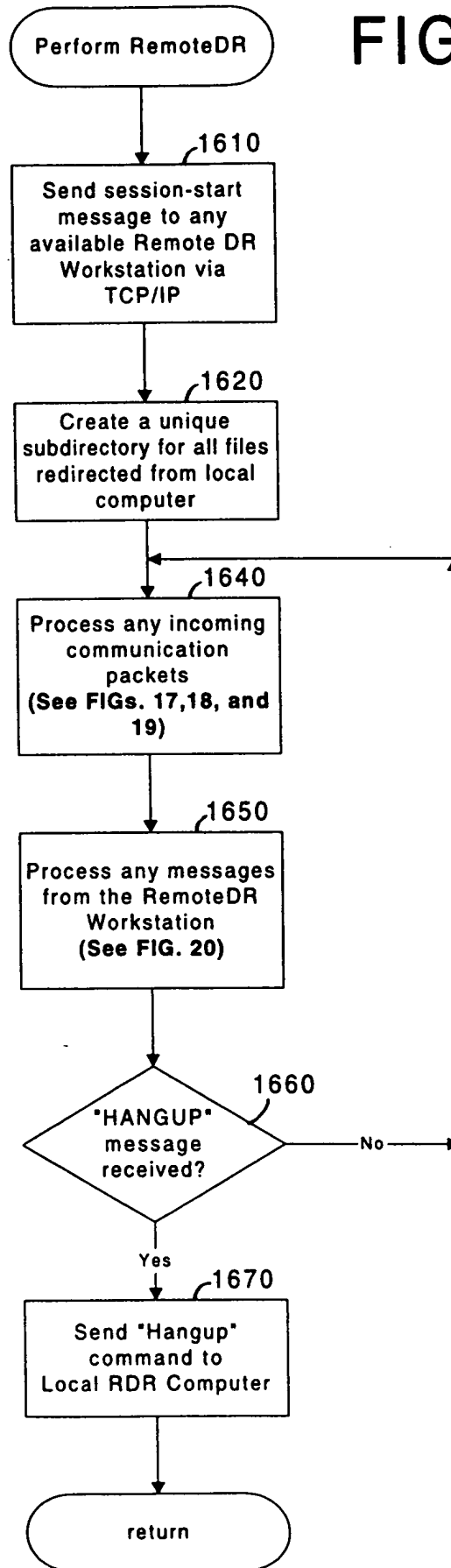
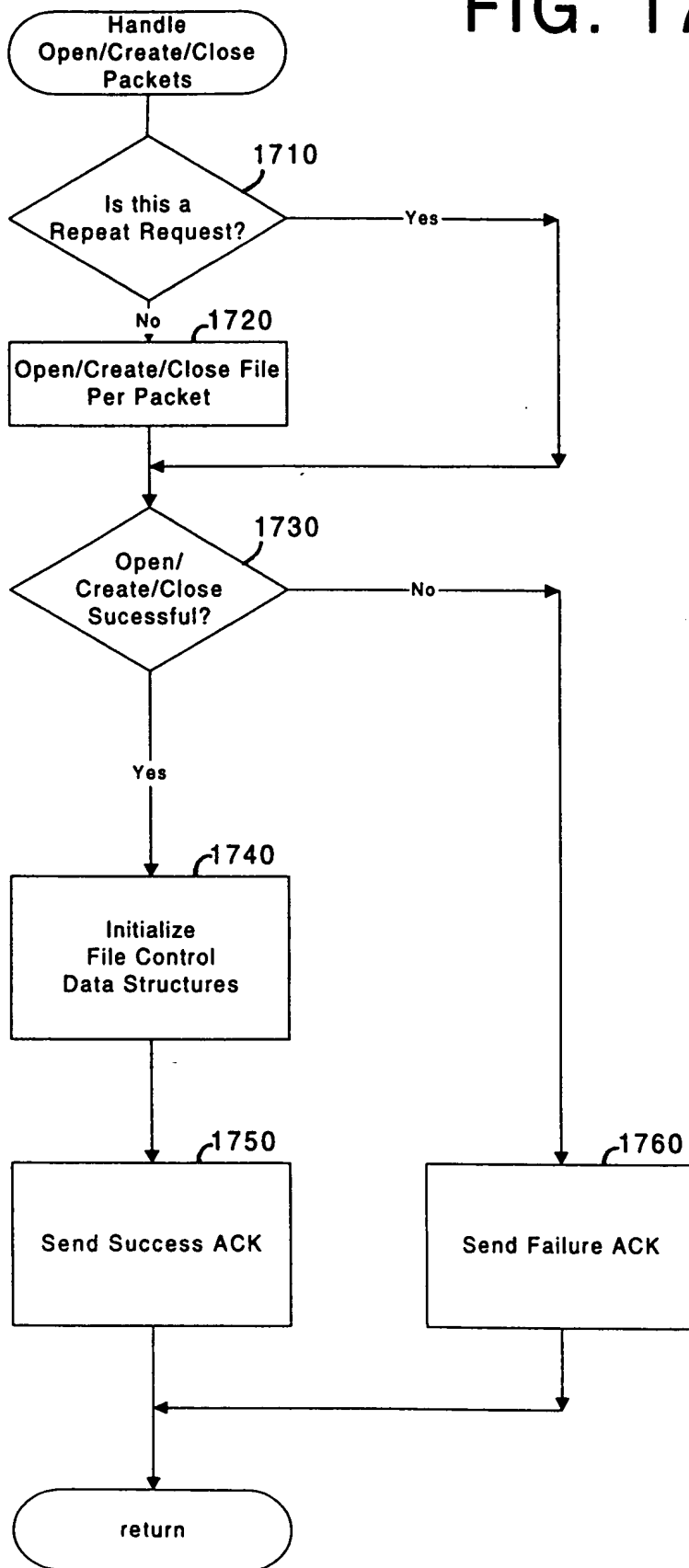


FIG. 16



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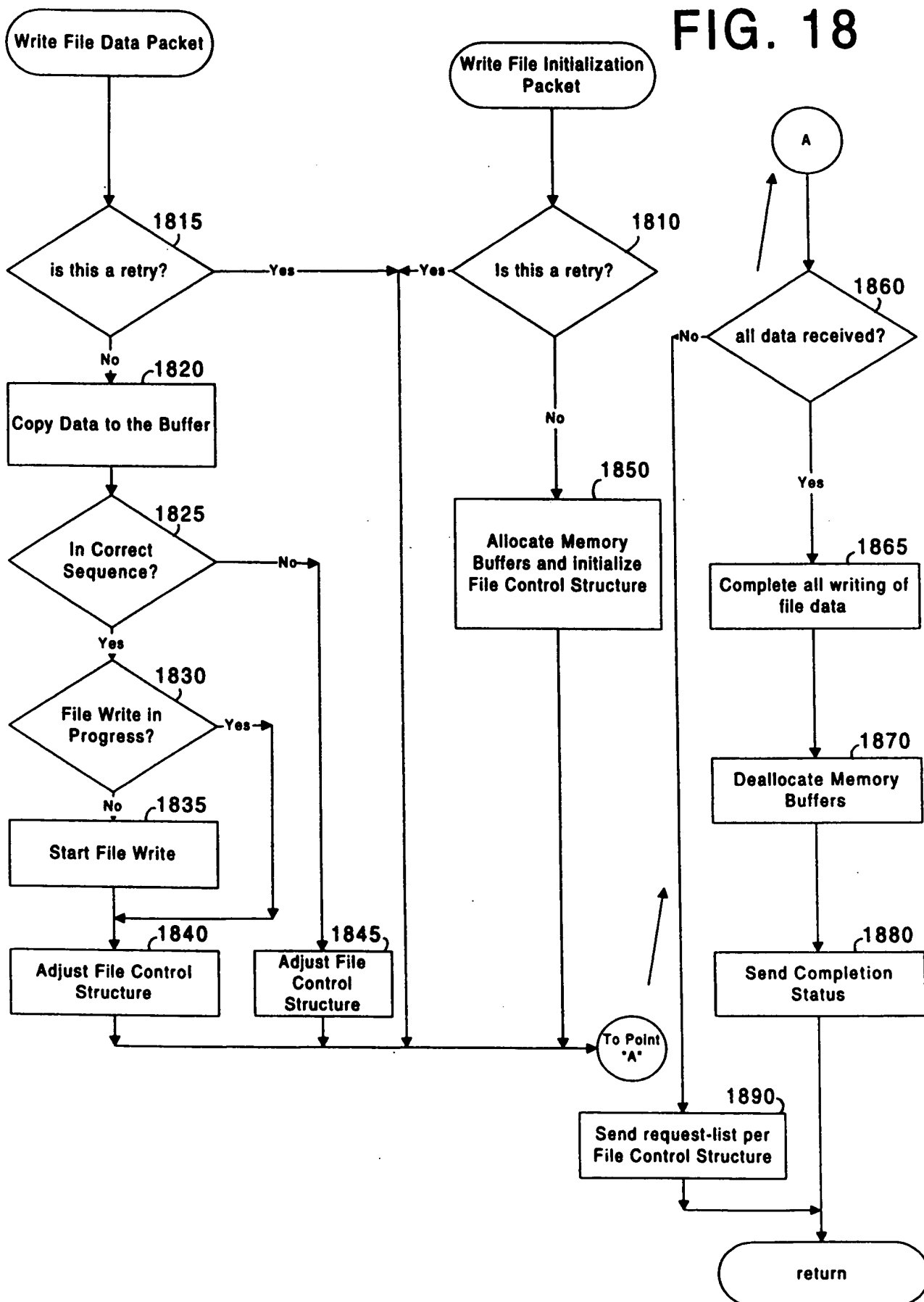
FIG. 17



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FIG. 18



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FIG. 19

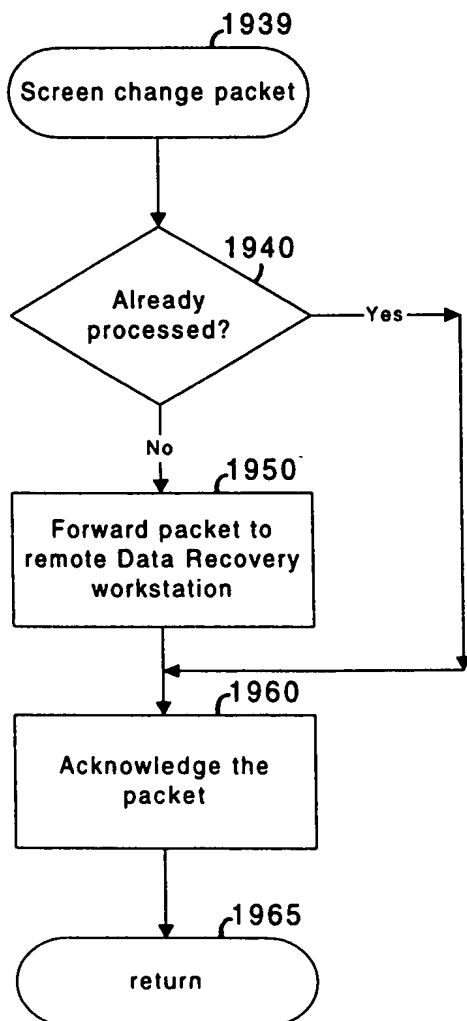
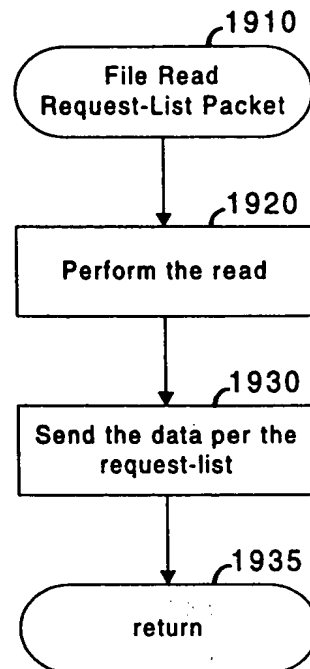
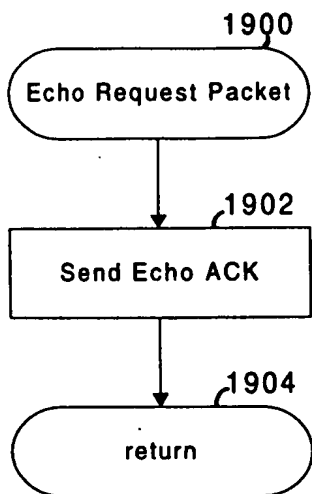
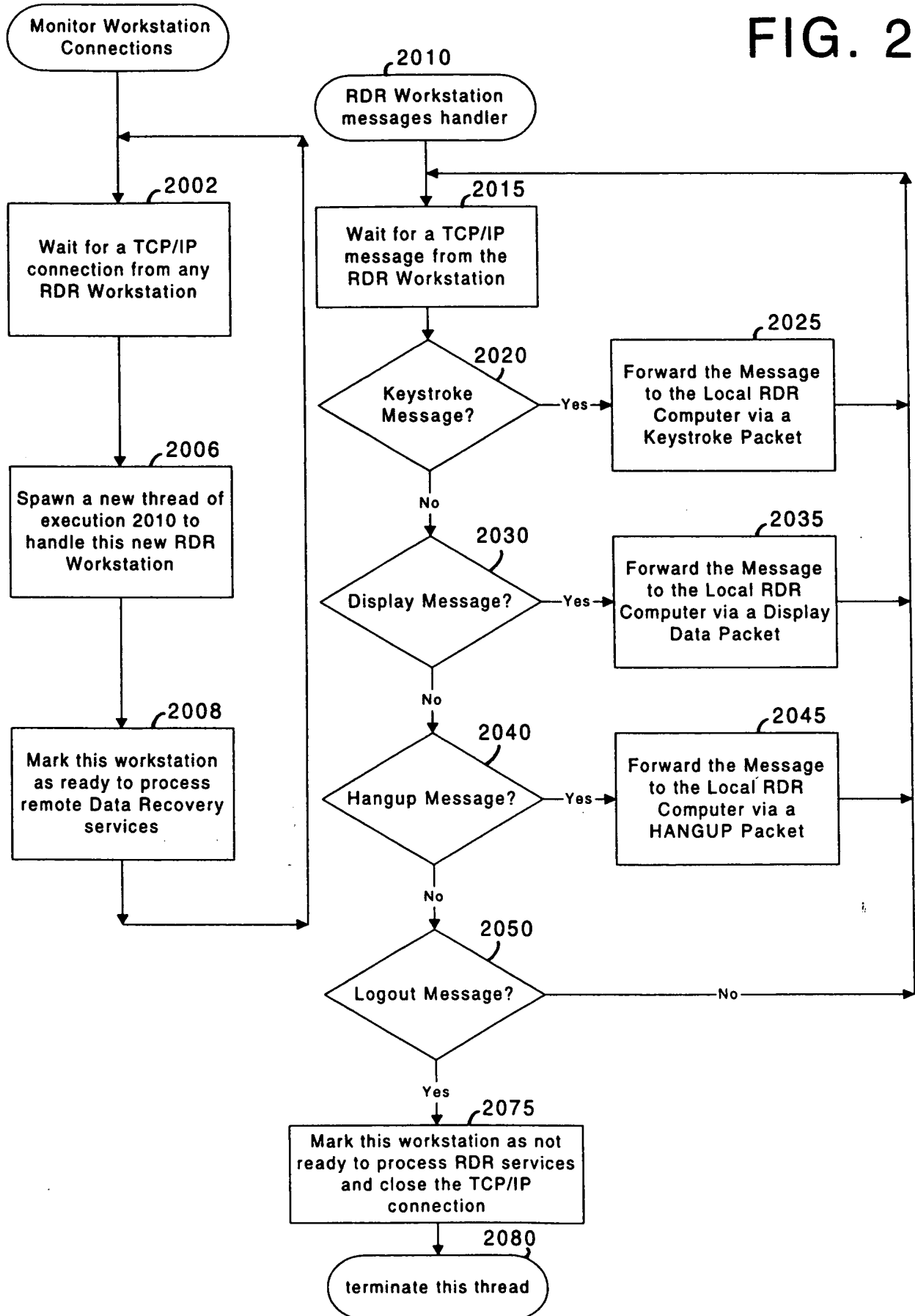


FIG. 20



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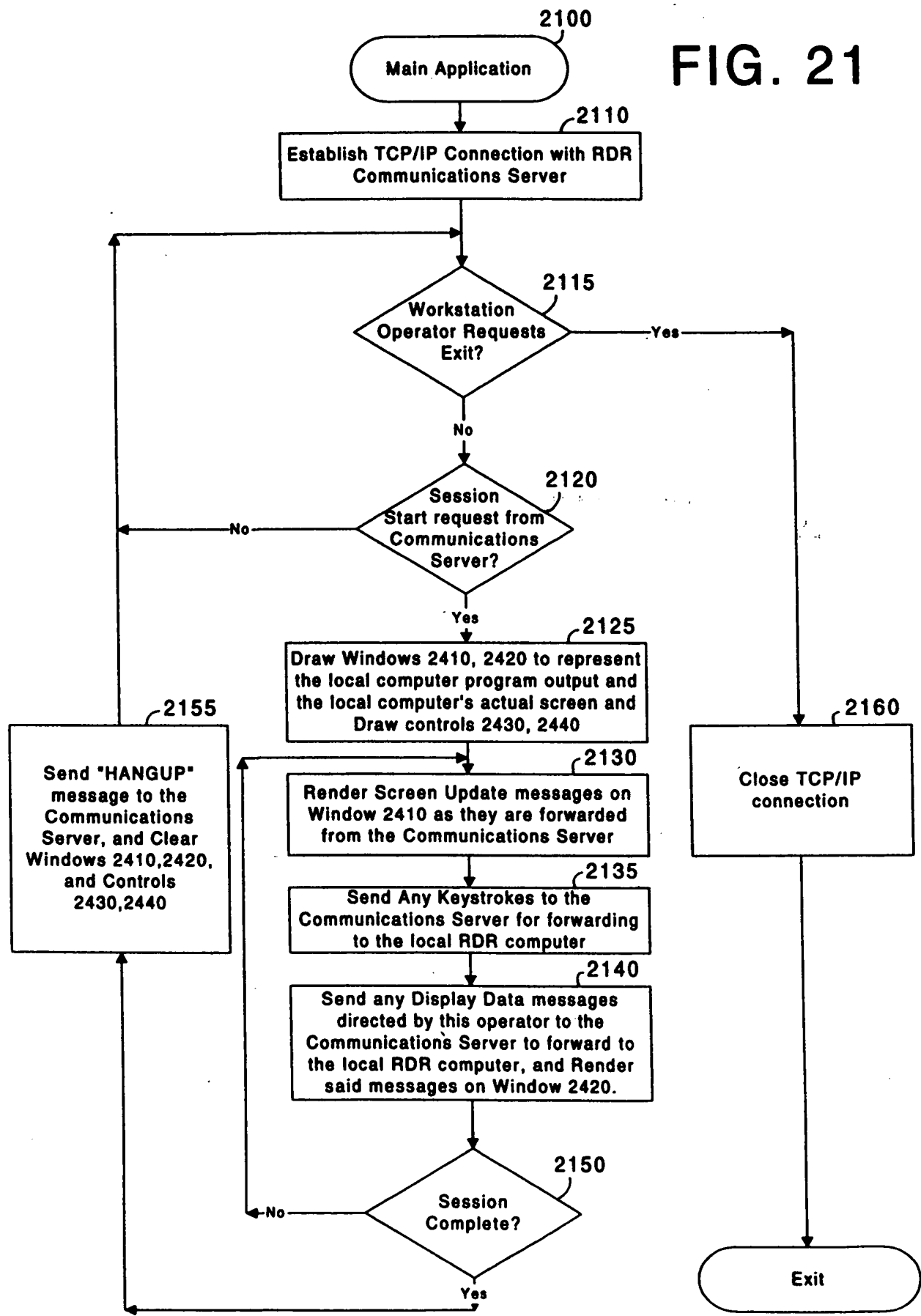


FIG. 21

FIG. 22

2210

Please enter your Personal Information:

| | | | |
|------------|----------------------|-----------|----------------------|
| First Name | <input type="text"/> | Last Name | <input type="text"/> |
| Address | <input type="text"/> | | |
| Address | <input type="text"/> | | |
| City | <input type="text"/> | State | <input type="text"/> |
| | | ZipCode | <input type="text"/> |
| Telephone | <input type="text"/> | DataPhone | <input type="text"/> |
| | | Fax | <input type="text"/> |

2220

Please describe the circumstances of the data loss:

Please Check all boxes which describe the current situation:

- | | |
|--|---|
| <input type="radio"/> Desired Files are damaged | <input type="radio"/> Operating System does not boot |
| <input type="radio"/> Desired Files are missing | <input type="radio"/> Software Problem (describe below) |
| <input type="radio"/> Files were Inadvertently Deleted | <input type="radio"/> Other (describe below) |

Most Important
Files to Recover
☐ All Possible

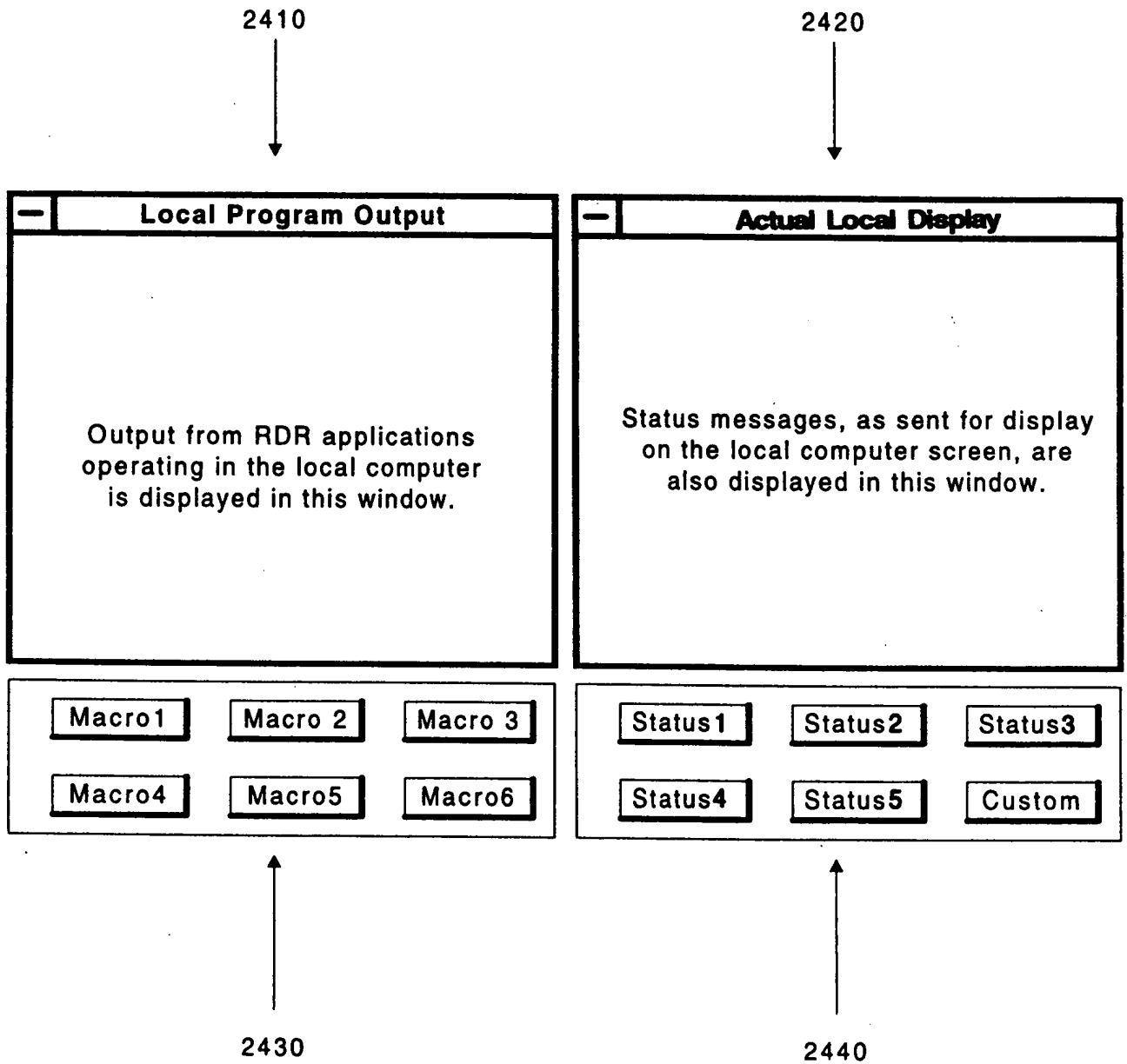
Describe Any
Recovery
Attempts Made

Any Other
Relevant
Comments

FIG. 23

| Modem Status | | WorkStation Status | |
|---------------|----------------------|--------------------|---------------------------|
| COMM. CHANNEL | STATUS | WorkStation IP | STATUS |
| COMM 1 | WAITING FOR A CALL | 123.45.67.01 | Active Session-COMM6 |
| COMM 2 | WAITING FOR A CALL | 123.45.67.02 | Waiting for Start Session |
| COMM 3 | GUEST MODE | 123.45.67.03 | Waiting for Start Session |
| COMM 4 | GUEST MODE | 123.45.67.04 | Waiting for Start Session |
| COMM 5 | NEW USER MODE | 123.45.67.05 | Waiting for Start Session |
| COMM 6 | ACTIVE DATA RECOVERY | 123.45.67.06 | Waiting for Start Session |
| COMM 7 | OFF-LINE | 123.45.67.07 | Waiting for Start Session |
| COMM 8 | OFF-LINE | | |

FIG. 24



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FIG. 25

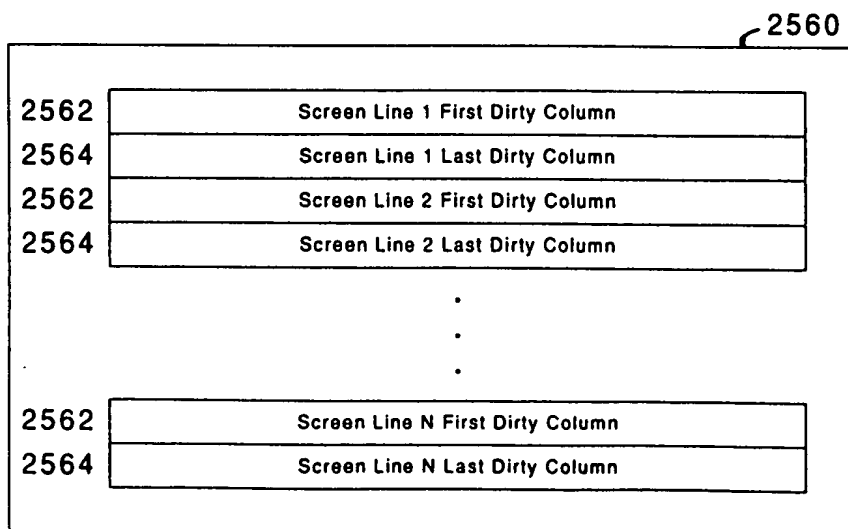
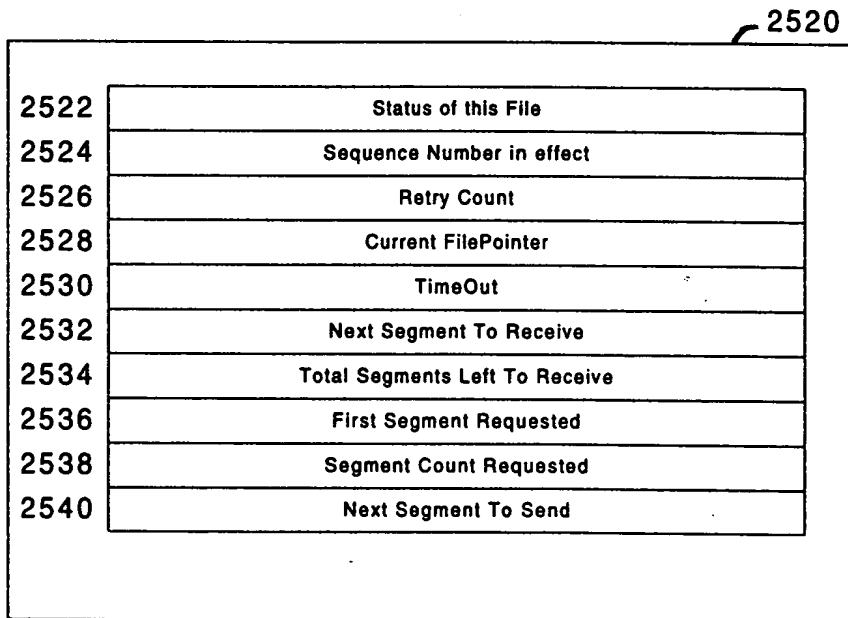
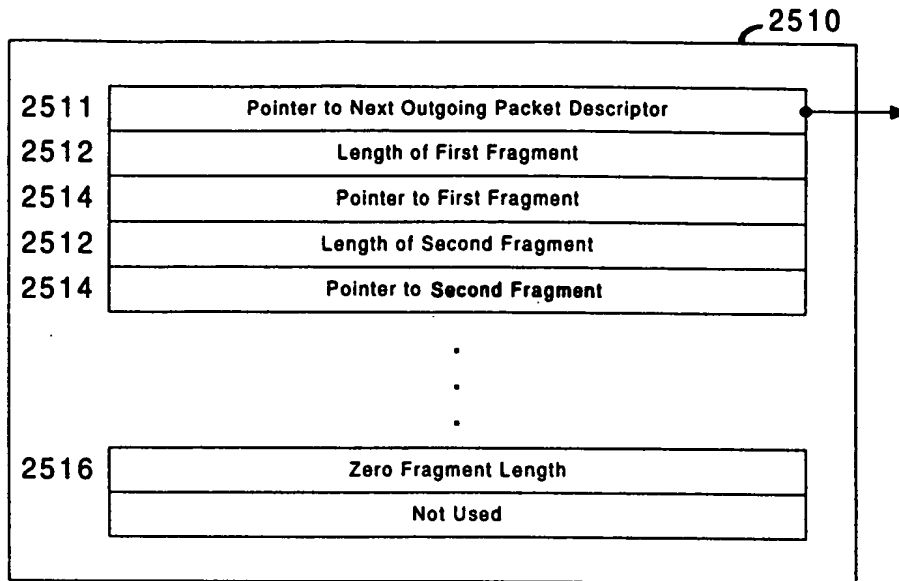


FIG. 26

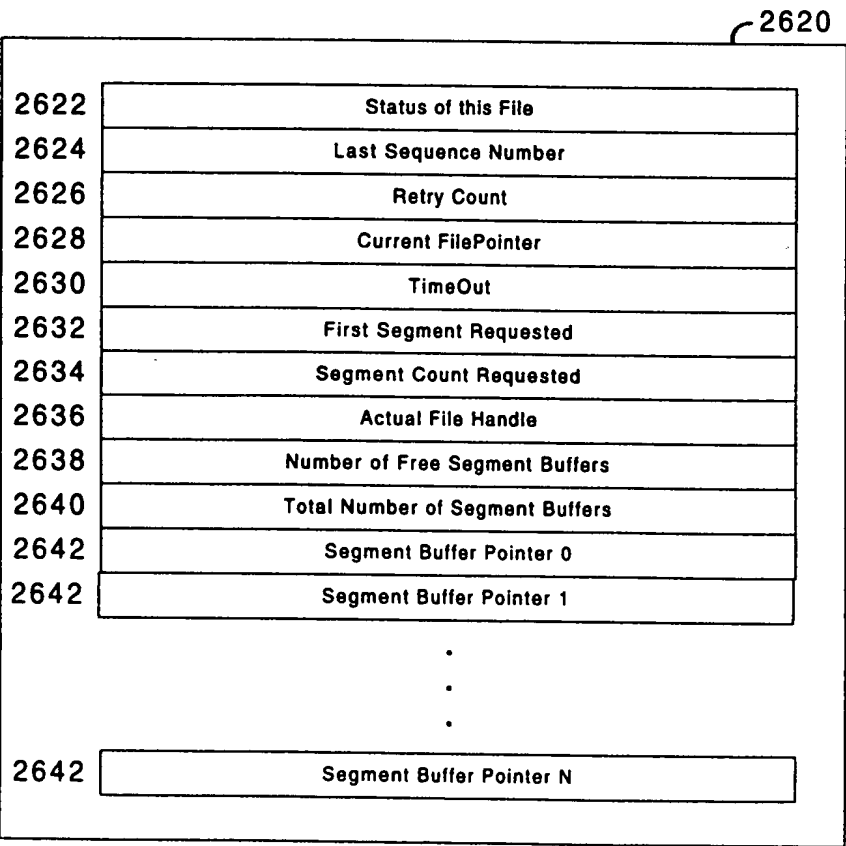
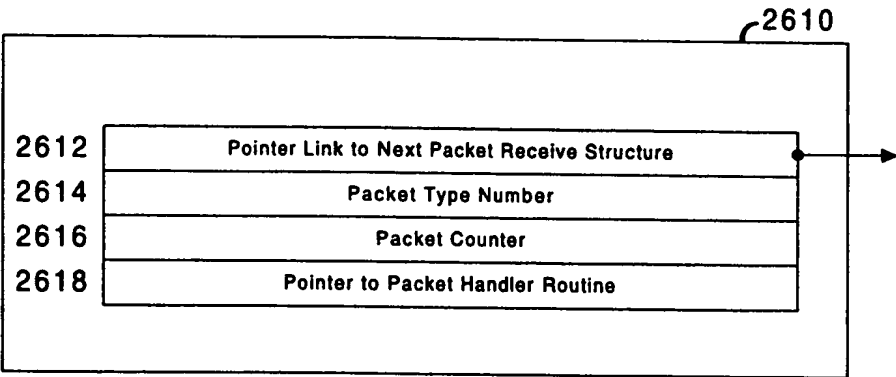
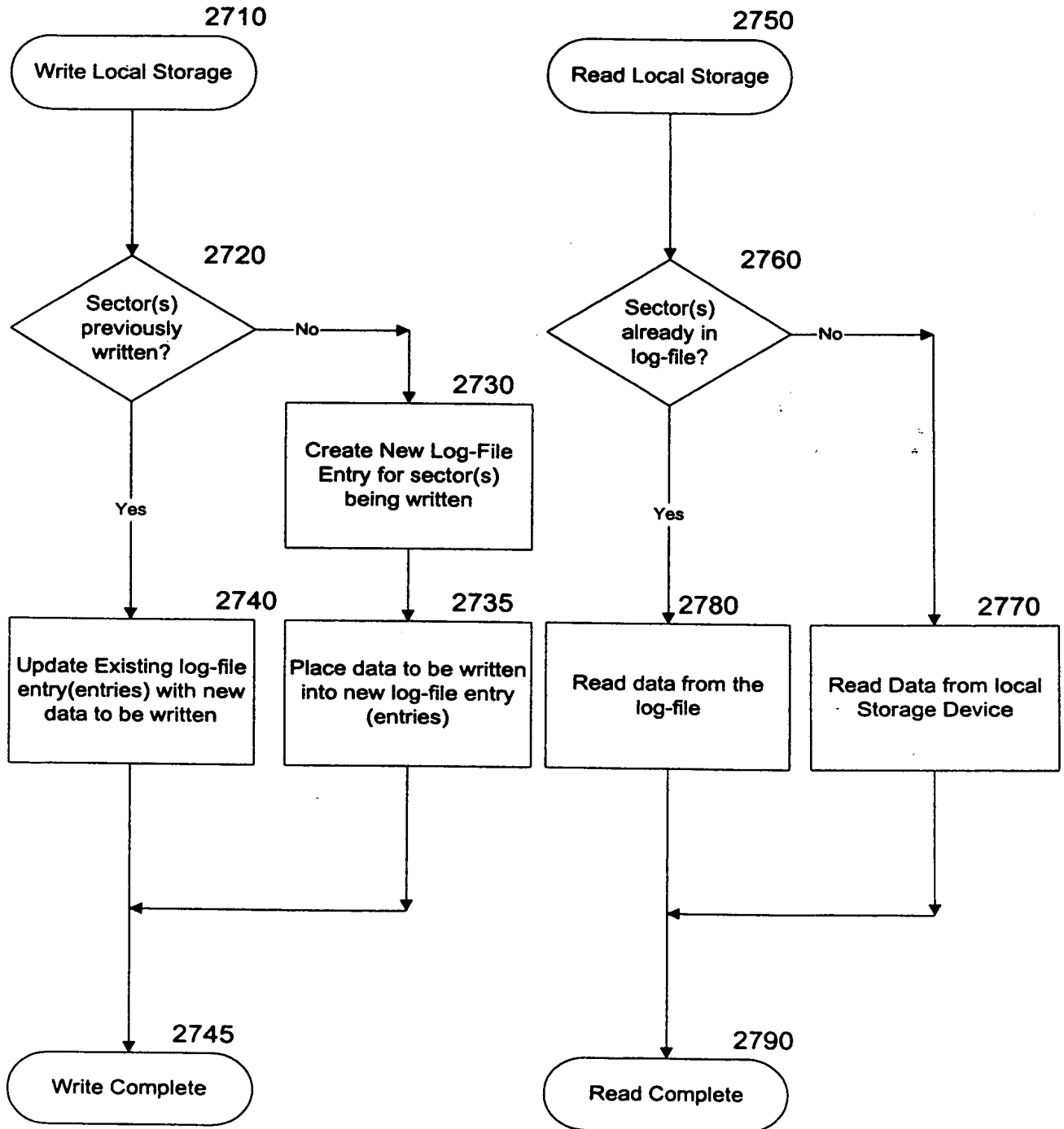


Fig. 27



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Fig. 28

